

IMPORTANT DOCUMENT  
PLEASE READ

# UNIT TRUST INDIVIDUAL SAVINGS ACCOUNT (ISA)

TERMS AND CONDITIONS

**WESLEYAN**  
*we are all about you*



# TERMS & CONDITIONS

## CONTENTS

Introduction	02	10. Documents we will send You	08
Definitions	02	11. Changing these Terms and Conditions	08
1. How to invest	04	12. General information	08
2. Investing Your money	05	13. Complaints	09
3. Owning the account	05	14. Compensation	09
4. Managing Your investment	06	15. Our rights	09
5. Reinvesting or receiving the income	06	16. Confidentiality	10
6. Taking money out	06	17. Associates and other parties	10
7. Closing your account	07	18. Contacting us	10
8. Charges	07	19. Law	10
9. Tax	08	20. Conflicts of interest	10

## INTRODUCTION

These Terms and Conditions, along with the application form, describe the agreement between You (the investor) and us (Wesleyan Unit Trust Managers Limited) for managing Your Unit Trust ISA.

These Terms and Conditions apply to Your account. You should read them carefully and if there is anything You don't understand, please contact our Administration Centre.

When we refer to statutory or regulatory provisions or the rules of any self-regulatory body, we mean the current version of those rules or provisions, unless we state otherwise.

We are regulated by the Financial Conduct Authority (FCA) in the conduct of investment business, including acting as manager of ISAs. We are approved by HM Revenue & Customs (HMRC) as an ISA manager under the ISA regulations. Further information about ISAs can be found on the UK Government website at [www.gov.uk/individual-savings-accounts](http://www.gov.uk/individual-savings-accounts).

## DEFINITIONS

In this document we use financial words and phrases that not everyone will be familiar with. We've explained what these mean below and over the page.

Where words or phrases have been explained in the ISA regulations, they will have the same meanings when they are used in these Terms and Conditions. If the ISA regulations are not consistent with these Terms and Conditions then the ISA regulations will apply.

- ▶ **Account** – an ISA taken out under these Terms and Conditions.
- ▶ **Account manager** – Wesleyan Unit Trust Managers Limited.
- ▶ **Accumulation units** – Any income generated from Your investment is reinvested back into Your plan to grow the value of each unit You hold.
- ▶ **Additional Permitted Subscription (APS)** – a subscription made in respect of an Additional Permitted Subscription allowance (as detailed below). An APS does not count towards Your current tax year ISA limit.

- ▶ **Additional Permitted Subscription (APS) allowance** – an Additional Permitted Subscription allowance given to the husband, wife or registered civil partner of an individual who died on or after 3 December 2014, holding one or more ISAs.
- ▶ **Administration Centre** – deals with all queries and instructions on Your account. SS&C Financial Services Europe Limited will administer Your account on our behalf. If You have any questions You can write to them at PO Box 9033, Chelmsford CM99 2WQ or phone them on 0330 123 3813.
- ▶ **Application form** – the form which You fill in when You apply to invest in this account. This includes applications made online.
- ▶ **Best execution** – our responsibility to get the best possible result when we buy or sell investments for You. We consider various factors but in most cases we will consider the price as the most important factor. You can find the Best Execution Policy here: <https://www.wesleyan.co.uk/savings-and-investments/fund-prices>
- ▶ **Bid price** – the unit price at which the account manager redeems units. This is set at each valuation point.
- ▶ **Cash ISA** – an ISA which is designated as a cash account under the ISA regulations.
- ▶ **Client money account** – a bank account required by the client money rules. Our client money account is with Lloyds Bank plc or any other bank which we nominate.
- ▶ **Client money rules** – ensures a clear separation between money that belongs to customers and money that belongs to a firm as defined by the Financial Conduct Authority's (FCA's) Client Assets Sourcebook.
- ▶ **Contract note** – if You make a one-off subscription or transfer in, this is the note we give You when Your application has been processed. It shows the amount You have invested and the number of units You have bought. You will also receive a contract note if You sell units (including when You transfer all or part of Your ISA to another ISA manager). This shows the number of units You have sold and the number You have remaining (if this applies). If You have applied to make monthly subscriptions, we will acknowledge that we have accepted Your application. In this circumstance, we won't send You a contract note.
- ▶ **FCA** – the Financial Conduct Authority (or its successors).
- ▶ **FCA rules** – the rules which we operate under to conduct our investment business.
- ▶ **Funds** – the sub-funds of the Wesleyan Authorised Unit Trust that You can invest in through this ISA. The funds currently available are listed in the Key Features Document for the Unit Trust Individual Savings Account available on our website [www.wesleyan.co.uk/savings-and-investments/unit-trusts/isa](http://www.wesleyan.co.uk/savings-and-investments/unit-trusts/isa).
- ▶ **Income distribution date** – the date that we distribute income from the funds with an income Unit class. The dates for each fund are detailed in the scheme prospectus which can be found on our website at [www.wesleyan.co.uk/savings-and-investments/fund-prices](http://www.wesleyan.co.uk/savings-and-investments/fund-prices).
- ▶ **Income units** – Income units are used to generate an income which can either be paid out to You or reinvested to buy more Units.
- ▶ **Innovative Finance ISA** – an ISA which is designated as an Innovative Finance ISA under the ISA regulations.
- ▶ **ISA** – an account set up and managed under the ISA regulations.
- ▶ **ISA manager** – a firm authorised by HM Revenue and Customs (HMRC) to manage ISAs under the ISA Regulations 1998. The Unit Trust ISA is managed by Wesleyan Unit Managers Limited.
- ▶ **ISA regulations** – The Individual Savings Account Regulations 1998 (as amended from time to time).
- ▶ **Lifetime ISA** – an ISA which is designated as a Lifetime ISA under the ISA regulations.
- ▶ **Offer price** – the Unit price at which the Account Manager sells units. This is set at each valuation point.
- ▶ **Qualifying individual** – someone who qualifies to open an ISA. You can open a stocks and shares ISA if You are aged 18 or over. You also need to be either:
  - ▶ resident in the UK for tax purposes, or
  - ▶ performing duties as a Crown Employee, which are treated as being performed in the UK (or be married to or in a civil partnership with a person who carries out such duties).
- ▶ **Scheme** – if You invest in any of the funds, You are investing in the Wesleyan Authorised Unit Trust Scheme. We may nominate other Unit trusts as eligible account investments in line with the ISA regulations.
- ▶ **Stocks and shares ISA** – an ISA which is designated as a stocks and shares account under the ISA regulations. The Unit Trust ISA is a stocks and shares ISA.
- ▶ **Subscriptions** – the money You pay into Your ISA.
- ▶ **Tax year** – the year which starts on 6 April one year and ends on 5 April the following year.
- ▶ **Unit class** – from time to time, we may create different types of Units in the fund or funds in the Scheme. When we do this, we will create a new Unit class. Your account may hold Units in more than one Unit class in a fund. We will write and let You know if we create a new Unit class in a fund or funds You are investing in.
- ▶ **Units** – Your money is used to buy Units in the Unit trust funds. The number of Units You have is Your share of the fund.
- ▶ **Us or we** – Wesleyan Unit Trust Managers Limited, the ISA account manager.

- ▶ **Valuation point** – the point at which the valuation of each fund takes place each day on which the dealing office of the Account Manager is open for the buying and selling of Units.
- ▶ **Working day(s)** – the days we are open for business. So Monday to Friday except bank holidays in England.
- ▶ **You or Your** – the person(s) who in whose name the Units in the account are held.

## 1. HOW TO INVEST

### Opening Your account

We will open Your ISA when we receive and accept Your completed application form and either Your subscription or transfer payment at our Administration Centre. There may be a delay if we need to get more information about You or if there is anything which isn't clear on Your application form.

We will acknowledge receipt of Your application form and any subscriptions You sent with it the next working day after we have received it.

These Terms and Conditions will apply as soon as we accept Your application.

When we accept a new account, we designate it as a stocks and shares ISA in line with the ISA regulations.

To take out an ISA, You must be a qualifying individual and You must sign the declaration on the application form to confirm that You are a qualifying individual. You must tell us straight away if You stop being a qualifying individual.

### Your right to cancel

After we receive Your signed and completed application form, we will send You a Cancellation Notice. You have 14 days from the date the contract is entered into to cancel Your subscriptions or transfer of ISA funds. If You decide to cancel, we will give You back any money that You have paid to us less the amount (if any) Your investments have fallen by when we receive Your Cancellation Notice. You will have to give us back any money we have already paid to You under the contract.

If You transferred money in from another ISA manager, You can ask us to:

- ▶ return the money to the previous ISA manager (as long as they agree)
- ▶ transfer the money to another ISA manager, or
- ▶ send it to You by cheque. If we return the investment to You, You will lose Your ISA tax advantages for that money.

### Making subscriptions

To make subscriptions into Your account, You must first complete and sign the application form and send it with Your payment or completed direct debit form to our Administration Centre.

You can pay:

- ▶ one-off subscriptions by cheque; by BACS through a Specialist Financial Adviser (from Wesleyan Financial Services), or by debit card online or over the phone, and
- ▶ regular subscriptions by direct debit.

Both types of payment must come from a bank account in Your own name.

The most You can subscribe to ISAs in any given tax year is the ISA allowance set by Government. You can invest up to this limit in a cash ISA, a stocks and shares ISA, an Innovative Finance ISA, a Lifetime ISA or a combination of all four.

We will not accept Your application form and subscriptions if the ISA regulations no longer give You the right to invest in an ISA.

### One-off subscriptions

You can make a one-off subscription to open Your ISA. You can also add one-off subscriptions at any time when Your ISA is open. The minimum amount is £1,000 for the first one-off subscription and £500 for any one-off subscriptions You pay in after that.

If You are paying into more than one fund, the minimum amount that can be paid into each fund is £500 for the first one-off subscription and £250 for any subsequent subscriptions.

### Regular subscriptions

- ▶ If You are making regular subscriptions, the minimum You need to pay in is £50 each month (or £600 each year) by direct debit. The minimum that can be paid into any one fund each month is £50 (or £600 per year).
- ▶ We need at least 10 working days to set up Your direct debit and we will let You know when we will collect Your first and subsequent subscriptions.
- ▶ You can change or stop Your regular subscriptions by contacting our Administration Centre. You can also increase a regular subscription online.
- ▶ You can increase Your monthly subscriptions by £10 or more at any time.
- ▶ You can reduce Your regular subscriptions at any time (subject to the minimum subscription amounts as detailed above). Unless You tell us otherwise, we will automatically reduce the subscriptions on Your most recent investments first.
- ▶ We won't be able to change or stop a direct debit which is due to be taken from Your bank account within seven working days of You contacting us.
- ▶ We reserve the right to close Your account if You stop Your regular subscriptions and You hold less than £500 in Your account.

- ▶ We may need to change the minimum investment amounts if our administration costs, incurred in collecting money from You, change. We will give You 30 days' notice if we change the minimum amount You have to pay in.
- ▶ If Your bank or building society refuses our request for a regular subscription, we will not try to collect the payment you've missed. However, we will contact You if this happens.
- ▶ If the final payment in a tax year will take Your subscriptions over the ISA subscription limit, we will reduce Your final direct debit payment to ensure You do not over-subscribe.

### Auto-ISA subscriptions

If You hold a Unit Trust Investment Account with us, You can authorise us to sell Units in Your investment account each year to subscribe to Your Unit Trust ISA. This is known as an auto-ISA subscription.

With an auto-ISA subscription, each tax year, we move on Your behalf, an amount to cover the maximum ISA allowance.

For us to be able to move funds from Your investment account into your ISA, we will sell Units in the investment account proportionately across the funds you hold and buy Units in the same funds within the ISA account. No charges will be applied and You will receive the same value of Units in the ISA as were sold in the investment account.

Once the money has moved into the ISA, the Unit Trust ISA Terms and Conditions, as laid out in this document, will apply to the money.

You must ensure you do not exceed your ISA allowance through subscribing to another ISA in the same tax year that an auto-ISA subscription is made.

### Additional Permitted Subscriptions (APSSs)

If your husband, wife or registered civil partner died after 3 December 2014, holding one or more ISAs, you are entitled to an allowance called an Additional Permitted Subscription (APS) allowance.

The Unit Trust ISA currently accepts subscriptions using this additional allowance. Please refer to the relevant Key Features Document for further details about how much you can pay in.

### Transfers from another ISA

You can apply to transfer to us an existing ISA which you hold with another ISA manager. We have the right to refuse your transfer request if we have a valid reason for doing so.

An existing ISA must be transferred in cash. We will not accept other forms of payment, for example re-registration of shares.

You can transfer subscriptions made in current and previous tax years in full or part.

When your ISA has been transferred, these Terms and Conditions will apply from the date of the transfer. The timing of us receiving the transfer is outside our direct control. We are not responsible for any loss of income or growth if there is a rise in the markets while the transfer is in progress.

## 2. INVESTING YOUR MONEY

After we have accepted your application (in line with these Terms and Conditions) we will use your one-off subscription (or transfer from another ISA manager) to buy units using the price that applies at the next available valuation point (which might be the next working day) after we receive your payment. We only register cheques as being received by us on working days.

If you pay subscriptions by direct debit, we will buy units using the price that applies on the working day we receive your payment.

## 3. OWNING THE ACCOUNT

We do not issue unit certificates or other documents of title (which show your legal ownership of the investments). Entitlement to units will be shown by the entry on the register of unit holders. Any documents which show the title to account investments (including any share certificates) will be held by us or as we instruct.

You will be the beneficial owner of the investment in the ISA; this means that you effectively own the investments without holding the legal title to them.

You cannot sell, transfer, or try to transfer any interest in your investment or lend them to a third party to use them as security for a loan or create any legal charge or security over them.

The investments will be registered jointly in your name and our name or the name of a company we nominate (called the nominee). We will be responsible for the actions of any nominee.

If the nominee company defaults then any shortfall in the securities registered in their name may be shared among all customers whose investments were registered with them. The amount you will receive will be based on your share of the fund your investments are held in.

We will not lend your investments, title documents or any property which belongs to you, to a third party.

We will not commit you to pay any more money into the account.

We will not pay any costs, expenses, demands or losses (such as any tax which you should pay) which arise from us managing your account.

## 4. MANAGING YOUR INVESTMENT

---

We will invest your subscriptions in the fund(s) you choose.

If we need to, we will keep your money until it's invested. If this happens, we will hold your money in a client money account in line with the client money rules. This client money account is held in trust with Lloyds Bank. We will credit or debit this client money account with:

- ▶ the money which comes from changes in the investment
- ▶ the distributions we receive or collect, and
- ▶ fees, commissions or charges.

We may cash in your units or use your subscriptions to pay taxes, fees, commissions or any expenses which you need to pay to us. If there is not enough money in your account to pay everything that is outstanding, you will need to pay us the difference. You may be liable for the reasonable costs, damages or losses which we incur if there is a delay in you paying.

We may manage this account investment along with other ISA investments we manage, and we may put them together for some types of transactions. We may put together the investments in this account with other accounts which we hold for you.

Sometimes, we receive money which belongs to you after your account is closed. We will hold this money in our client money account until we receive your instructions.

We will not pay interest on any money held in our client money account.

We will send you an annual statement that will show any cash balances held in the client money account.

We may stop treating your money as client money if:

- ▶ it's been held in our client money account for more than six years, and
- ▶ we haven't been able to get any instructions after taking reasonable steps to find you.

We reserve the right to donate your money to a charity of our choice. However, if you want to claim your money after we've made the charity payment, we will still pay what is due to you.

## 5. REINVESTING OR RECEIVING THE INCOME

---

Funds may offer accumulation units or income units or both.

If you invest in accumulation units, we reinvest the income we distribute in the funds with the aim of increasing the unit price.

If you have income units, and you have opted to receive the income, any income will be paid out to your nominated bank account.

If you have opted to reinvest the income from income units by buying new units, these new units will be purchased using the bid price.

If you cash in your account, we will pay any income which is due to you within seven working days of the income distribution date of the scheme you were invested in.

If you have selected income units but have not provided us with account details to pay your income to, we will reinvest your income to buy more units.

## 6. TAKING MONEY OUT

---

You can contact the Administration Centre to tell us that you want to take all or part of the money out of your account at any time.

You can also ask us to set up regular withdrawals. These can be once a month, once every three months, once every six months or once a year. You can change the level of withdrawals at any time.

The minimum one-off withdrawal is £250 and the minimum regular withdrawal that can be paid is £50 per month (£600 per year or the equivalent for other frequencies).

### Regular withdrawals

Regular withdrawals will be paid directly into your nominated bank account.

Regular withdrawals are made in arrears.

We will only pay directly into a bank account. If you are making subscriptions by direct debit, we will pay withdrawals to the bank account your subscriptions are taken from.

Unless you tell us otherwise, to pay any withdrawals, we cash in units in the order you bought them – starting with the newest first.

At the point of each of your regular withdrawals, you must leave a minimum of £500 in your account or it may be closed.

### One-off withdrawals

For one-off withdrawals, we will normally pay you by bank transfer or cheque within four working days of selling your units.

If you made a one-off subscription, we will pay the withdrawal to the bank account you stated on your application form.

If you didn't give us any bank details on your application form, you will need to send us a voided cheque from an account in your name(s) with your request to withdraw money so that we can validate your account details. We will then pay the withdrawal to the validated account.

## 7. CLOSING YOUR ACCOUNT

---

### Transferring your account

You can instruct us to transfer all or part of your ISA to another ISA manager. This is in line with the ISA regulations relating to transfers. They must be eligible to act under the ISA regulations, be approved by HMRC and agree in writing to accept the transfer.

We will complete the transfer within a reasonable time (not exceeding 30 days).

You can transfer all or part of a previous year's ISA investment to another ISA manager as long as it complies with our withdrawal limits (see section 6 – Taking money out).

If you want to transfer to us an ISA you have paid into in the current year, you can transfer whole or part of your current year's investment.

We will transfer your ISA as soon as possible after we receive written evidence that the ISA manager we are transferring it to is approved in line with the ISA regulations.

We will make the transfer in cash (after selling your units) unless we agree otherwise.

We may charge a fee to cover any charges and expenses we reasonably incur when transferring your account. (Any fees we charge must be reasonable in amount.) Before we make the transfer, we may take out any money owed to us or that you owe in tax on this investment.

### If you close your account

You can write to our Administration Centre to tell us that you want to close your account at any time. You won't pay a penalty to close your account and we will carry on with any transactions we have already started for you.

When we receive your written instructions, we will cash in your account and send you the money by cheque or bank transfer within four working days of selling your units. We will keep any money which is needed to pay any outstanding fees for transactions we have already started for you.

### If we close your account

We will close your account straight away if we believe that it isn't possible to administer the account in line with the ISA regulations or if you are in breach of them.

We will terminate the account automatically if it becomes void under the ISA regulations. We will write to you if this happens.

If we decide that we want to stop acting as the account manager, we will give you 90 days' notice. You can then transfer your money to another ISA manager.

We may close your account if you are in breach of these Terms and Conditions and you have failed to resolve any issue(s) within a reasonable time of us asking you to do so.

We will cash in your account and send you the money by cheque or bank transfer within four working days of selling your units.

We will keep any money which is needed to pay any outstanding fees for transactions we have already started for you.

### If you die

If you die your account will remain open until such time your personal representatives have completed the necessary formalities to close the account (for example, obtaining the grant of representation).

From 6 April 2018, any income earned between the date of your death and the earlier of:

- ▶ the date the account is closed
- ▶ the third anniversary of your death, or
- ▶ the date the administration of your estate is finalised

will continue to be free from income tax.

During this time the account will be a continuing account for a deceased investor. Your investment will be part of your estate and there may be inheritance tax to pay. Any subscriptions made after the date of death will not be valid.

Your husband, wife or registered civil partner can inherit your ISA benefits if you die (known as an Additional Permitted Subscription). They will be given an enhanced ISA limit for a specified amount of time, which will be equal to the higher of:

- ▶ the value of the account when you die, or
- ▶ the value of the account when it ceases to be a continuing account of a deceased investor.

This only applies to deaths on or after 3 December 2014.

## 8. CHARGES

---

We set out our charges in our Key Investor Information Documents (KIIDs) which your Specialist Financial Adviser from Wesleyan Financial Services (WFS) will give you if you take advice, or you can get a copy online ([www.wesleyan.co.uk/savings-and-investments/fund-prices](http://www.wesleyan.co.uk/savings-and-investments/fund-prices)), and our Key Features Illustrations (KFIs) which again your Specialist Financial Adviser will give you if you choose to take advice. If you make an investment without taking advice, the Key Features Document outlines how product and fund changes will impact some example investments. You can contact the Administration Centre to ask us for a copy of the Key Features Document or you can find it online at [www.wesleyan.co.uk](http://www.wesleyan.co.uk). We will also provide a KFI each time a transaction takes place that could lead to different charges to those illustrated initially.

We may change:

- ▶ the charges, commissions or expenses which have to be paid
- ▶ how we take these charges, commissions or expenses (or pay them back in exceptional circumstances), or
- ▶ the date they are due to be paid.

We will give you 60 days' notice if we make any changes to the above. We may increase or decrease charges:

- ▶ if the administration costs and expenses (which are reasonable in amount and reasonably incurred) we incur in managing your account change, or
- ▶ as a result of changes in taxation or any regulatory change which adversely affects financial services companies which in turn affects the contract.

## 9. TAX

You don't have to pay income tax on any income your ISA investments make.

You don't have to pay capital gains tax on any money you make from your ISA.

We will claim any tax credits or tax deductions relating to the investments in the funds and any income they generate in line with the ISA regulations.

You will give us all the information we reasonably need to administer the account and you will tell us straight away if you stop being a qualifying individual – see Definitions on page 2, for what we mean by this.

The tax rules that apply to this account may change in the future.

We will tell you if your account stops being exempt from tax because of the ISA regulations.

## 10. DOCUMENTS WE WILL SEND YOU

We will send you the following information.

- ▶ A contract note when you:
  - ▶ make a one-off subscription
  - ▶ sell units, or
  - ▶ transfer into or out of this ISA.
- ▶ A key features illustration if you make certain types of changes to your account.
- ▶ A statement for each six-month period.

The statement will include:

- ▶ a valuation of your investment at the statement date

- ▶ a list of all the transactions relating to this account during the relevant period (in line with the FCA rules and ISA regulations), and
- ▶ any other information the FCA rules and the ISA regulations require us to give you.

If you contact our Administration Centre, we can arrange for you to:

- ▶ receive any information issued to unit holders (including the annual report and accounts) for the funds you are invested in
- ▶ attend meetings about the funds you are invested in, and
- ▶ exercise voting rights for the units held in your account.

## 11. CHANGING THESE TERMS AND CONDITIONS

We may change these Terms and Conditions by giving you at least 60 days' notice in writing (unless we have stated otherwise in these Terms and Conditions).

If the ISA regulations change we may have to change these Terms and Conditions.

We will make sure any other changes (which are not as a result of changes to the ISA regulations):

- ▶ do not stop the account qualifying under the ISA regulations, and
- ▶ are reasonable and will not disadvantage you.

We may change the Terms and Conditions because of changes to the schemes. We will tell you that these changes are taking place. We may need to get the unit holders' consent before some types of changes are made.

## 12. GENERAL INFORMATION

We will act in good faith and invest in line with the fund objectives. However, we are not liable for any losses suffered by the account because of changes in market conditions, errors of judgement or losses from depreciation. We will be liable for losses which arise because:

- ▶ of a direct result of fraud on our part
- ▶ of negligence or gross misconduct on our part and/or
- ▶ we have breached the Financial Services and Markets Act 2000 (or the regulations made under it).

Unless we have stated otherwise in these Terms and Conditions (please see section 3 – Owning the account), we will not be liable if a third party defaults who:

- ▶ holds money which belongs to you which has been paid to a third party on your behalf
- ▶ is the holder of registered investment schemes, or

- ▶ holds documents of title or certificates of entitlement to investments.

We don't accept liability for any default or fraud by any bank or by any other person, firm or company which we transact with or through on your behalf (other than stated in section 3 – Owning the account).

We may employ agents in connection with the service we provide. We may delegate all or some of our powers or duties to delegates we choose in line with the ISA regulations and FCA rules and we may assign all rights and duties to that agent or delegate.

We will make sure that any delegate we choose is competent to carry out the functions or responsibilities we give to them.

We will not be liable for our delegate's negligence or misconduct, except if we have been negligent when choosing them to act on our behalf. This does not change any liability we have to you under the ISA regulations or the Financial Services and Markets Act 2000.

## 13. COMPLAINTS

If you are unhappy with the advice you were given by your Specialist Financial Adviser, and want to complain, you can contact us in the following ways.

- ▶ Speak to our Customer Operations Team on 0800 092 1990. Our lines are open from 9am to 5pm, Monday to Friday.
- ▶ Complete the online contact form which can be found by visiting our website [www.wesleyan.co.uk/contact/complaints](http://www.wesleyan.co.uk/contact/complaints)
- ▶ Email the Complaints Team at [complaints@wesleyan.co.uk](mailto:complaints@wesleyan.co.uk). However, please avoid sending personal information by email as it is not a secure method of communication.
- ▶ Write to us:  
Complaints Team  
Customer Operations - Birmingham  
Wesleyan Assurance Society  
Colmore Circus  
Birmingham B4 6AR

If you want to complain about how our Administration Centre is dealing with your account, please contact them at the following address.

The Administration Centre  
PO Box 9033  
Chelmsford CM99 2WQ  
Phone: 0330 123 3813

If, after receiving our response, you're still not happy, you can refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London E14 9SR

Phone: 0800 023 4567 or 0300 123 9123.

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Complaining to the Ombudsman won't affect your legal rights.

## 14. COMPENSATION

If we cannot meet our financial obligations to you, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) under the Financial Services and Market Act 2000. You can get details of the scheme from the FSCS at:

FSCS  
PO Box 300  
Mitcheldean GL17 1DY

Phone: 0800 678 1100

Phone: 020 7741 4100

Email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

Website: [www.fscs.org.uk](http://www.fscs.org.uk)

## 15. OUR RIGHTS

If, when you subscribe to this account, the ISA regulations allow us to merge your previous ISA investments with those in this account (for example, for administration purposes) then these Terms and Conditions will apply to those subscriptions which are merged as far as the ISA regulations allow.

In the future, if this account is merged with another ISA managed by us, then the Terms and Conditions of the new ISA will apply to all the money.

We will not be liable or have any responsibility for any loss or damage if there is a failure, interruption or delay in us performing our obligations because of:

- ▶ telecommunications or computer services breaking down, failing or malfunctioning
- ▶ industrial disputes
- ▶ third parties failing to carry out their obligations
- ▶ the acts of governmental or supranational authorities (such as the European Union), or
- ▶ any other events or circumstances which are not reasonably in our control.

These Terms and Conditions will not stop us providing investment services to other people.

We have not authorised anyone to act on our behalf for this account apart from the circumstances set out in these Terms and Conditions.

We have an interest in all purchases and sales of units for the account, because we are also the manager of the units trusts offered in the account.

When we buy or sell units for the account we may have a further interest in that transaction (either directly or indirectly). For example, this may happen when:

- ▶ we deal collectively for you and for other clients and the other clients have already invested in the fund you want to invest in, or
- ▶ we work for both the buyer and the seller in a transaction.

We will not tell you if we have an interest in any transaction before it takes place.

## 16. CONFIDENTIALITY

---

When we are required by law, we will disclose any information we know about your financial affairs to any eligible authority (including the FCA but not limited to them). We will not be liable if we disclose information in good faith in line with this condition.

You authorise us to give HM Revenue & Customs (HMRC) information which they ask us for about your account.

## 17. ASSOCIATES AND OTHER PARTIES

---

We may deal with or through associated companies when we get or dispose of investments for this account (even if these companies don't act as our principal or agent). We will carry these transactions out on a best execution basis. We do not have to account to you for any benefit we or our associates get from these transactions.

## 18. CONTACTING US

---

You should send instructions in writing to our Administration Centre at:

The Administration Centre  
PO Box 9033,  
Chelmsford CM99 2WQ

We may accept some instructions by phone and you can call the Administration Centre on 0330 123 38 13 Monday to Friday 9am–5pm.

We, or our agents, can contact you by phone or other ways to get your instructions about your account.

When we send you notices by post, we will assume you have received them two working days after they have been posted.

SS&C Financial Services Europe Limited will administer your account on our behalf. If you have any questions about how your account is being administered, you should write to them at PO Box 9033, Chelmsford CM99 2WQ or phone them on 0330 123 3813.

WUTM's registered office is at Colmore Circus, Birmingham B4 6AR.

## 19. LAW

---

The account is governed by the law of England.

## 20. CONFLICTS OF INTEREST

---

You can find a copy of our conflicts of interest policy on our website at: [www.wesleyan.co.uk/about/corporate-governance](http://www.wesleyan.co.uk/about/corporate-governance) or you can ask us for a copy.

A guide to the many ways in which the Wesleyan Group of companies can help you to plan, prioritise and secure your financial future.

#### For you



Savings & Investments



Mortgages



Retirement Planning



Insurance



Life & Income Protection

#### For your business



Equipment Insurance



Personal Protection



Premises Insurance



Finance & Funding

For more information about the Wesleyan Group of companies, visit <https://www.wesleyan.co.uk/about/our-companies>

If you would like this document in Braille, large print or audio format, please contact **0800 975 3710**.

Wesleyan Unit Trust Managers Ltd.

Administration Centre: PO Box 9033, Chelmsford CM99 2WQ Telephone: 0330 123 3813

Registered Office: Colmore Circus, Birmingham B4 6AR. Telephone: 0121 200 3003. Website: [www.wesleyan.co.uk](http://www.wesleyan.co.uk)

Advice is provided by Wesleyan Financial Services Ltd.

'WESLEYAN' is a trading name of the Wesleyan Group of companies.

Wesleyan Unit Trust Managers Ltd (Registered in England and Wales No. 2114859) is authorised and regulated by the Financial Conduct Authority. Wesleyan Financial Services Ltd. (Registered in England and Wales No 1651212) is authorised and regulated by the Financial Conduct Authority. Wesleyan Unit Trust Managers Ltd and Wesleyan Financial Services are wholly owned by Wesleyan Assurance Society which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Wesleyan Unit Trust Managers Ltd is also a member of The Investment Association. Calls may be recorded to help us provide, monitor and improve our services to you. Copies of the Scheme Prospectus, Key Investor Information Documents (KIIDs) and the most recent Annual Report and Half-Yearly Report on authorised funds are available free of charge from the Administration Centre.